SERVICE DETAILS

Service Name: Click here to enter text.

**Service Type:**  Click here to enter text.

**Service Website:**  Click here to enter text.

Service Owner: Click here to enter text.

Document Version & Date: Click here to enter text.

OVERVIEW

*<Provide an overview of what triggered this review, outline your goals and the methods you followed to arrive at your options and recommendations>*

OPTIONS & RECOMMENDATIONS

*<Summarize service review outcomes, including options for consideration and recommendations>*

SERVICE BACKGROUND

*<Provide an overview of the service including a brief history, services offered and other pertinent information>*

THEMES

*<Outline the themes that emerged during the data collection phase of the service review>*

FINANCIAL & LABOR RESOURCES

Provide financial data for past 3- 5 years for:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
| Actual operational revenues & expenses (income statement) |  |  |  |  |  |
| Actual capital costs incurred |  |  |  |  |  |
| Actual total annual labor hours |  |  |  |  |  |
| **Total** |  |  |  |  |  |

Provide 5-year projection for:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
| Estimated operational revenues & expenses |  |  |  |  |  |
| Estimated capital cost |  |  |  |  |  |
| Estimated annual labor hours |  |  |  |  |  |
| **Total** |  |  |  |  |  |

MARKET ANALYSIS

*< Provide an overview of marketplace changes affecting the service, such as new software versions, commercial opportunities, and actions taken by other universities>*

METRICS & INFORMATION

*<Provide metrics related to the delivery of the service such as requests handled, support calls, server performance, user demographics, usage metrics, and any changes in the customer base. Also, share customer satisfaction levels and any requests for new features or service improvements.>*

PROJECT / SERVICE DEPENDENCIES (Optional)

<Provide a list of services that are reliant on this service, services upon which this service depends, or any projects related to this service>

APPENDIX (Optional)